

ATTACHMENT A

**VIRGINIA BOARD OF FUNERAL DIRECTORS & EMBALMERS
JUSISPRUDENCE EXAMINATION
RFP NO. FDE-2005-14**

**GENERAL REGULATIONS
FOR
FUNERAL DIRECTORS AND EMBALMERS**

18 VAC 65-20-10 et seq.

Effective: JUNE 15, 2005

Commonwealth of Virginia



REGULATIONS OF THE VIRGINIA BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Title of Regulations: 18 VAC 65-20-10 et seq.

**Statutory Authority: § 54.1-2400 and Chapter 28
of Title 54.1 of the *Code of Virginia***

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Part I. General Provisions.

18VAC65-20-10. Definitions.

Words and terms used in this chapter shall have the definitions ascribed in §54.1-2800 of the Code of Virginia or in 16 CFR Part 453, Funeral Industry Practices, of the Federal Trade Commission, which is incorporated by reference in this chapter. In addition, the following words and terms when used in this chapter shall have the following meanings unless the context clearly indicates otherwise:

"Branch" or "chapel" means a funeral service establishment that is affiliated with a licensed main establishment and that conforms with the requirements of §54.1-2811 of the Code of Virginia.

"Courtesy card" means the card issued by the board which grants limited and restricted funeral service privileges in the Commonwealth to out-of-state funeral service licensees, funeral directors, and embalmers.

"Cremation urn" means a wood, metal, stone, plastic, or composition container or a container of other material, which is designed for encasing cremated ashes.

"Cremation vault" or "cremation outer burial container" means any container that is designed for encasement of an inner container or urn containing cremated ashes. Also known as a cremation box.

"Establishment manager" means a funeral service licensee or licensed funeral director designated as the manager of record who is responsible for the direct supervision and management of a funeral service establishment or branch facility.

"FTC" means the Federal Trade Commission.

18VAC65-20-15. Criteria for delegation of informal fact-finding proceedings to an agency subordinate.

A. Decision to delegate.

In accordance with § 54.1-2400 (10) of the Code of Virginia, the board may delegate an informal fact-finding proceeding to an agency subordinate upon determination that probable cause exists that a practitioner may be subject to a disciplinary action.

B. Criteria for delegation. Cases that may not be delegated to an agency subordinate are those that involve:

1. Intentional or negligent conduct that causes or is likely to cause injury;
2. Conducting the practice of funeral services in such a manner as to constitute a danger to the health, safety, and well-being of the staff or the public;
3. Impairment with an inability to practice with skill and safety;

4. Inappropriate handling of dead human bodies;
5. Sexual misconduct;
6. Misappropriation of funds; or
7. Aiding or abetting unauthorized practice.

C. Criteria for an agency subordinate.

1. An agency subordinate authorized by the board to conduct an informal fact-finding proceeding may include board members deemed knowledgeable by virtue of their training and experience in administrative proceedings involving the regulation and discipline of health professionals.
2. The executive director shall maintain a list of appropriately qualified persons to whom an informal fact-finding proceeding may be delegated.
3. The board may delegate to the executive director the selection of the agency subordinate who is deemed appropriately qualified to conduct a proceeding based on the qualifications of the subordinate and the type of case being heard.

18VAC65-20-20 to 18VAC65-20-40. [Repealed]

18VAC65-20-50. Posting of license.

- A. Each licensee shall post an original or photocopy of his license in a place conspicuous to consumers of funeral services in each establishment or branch where he is employed.
- B. The establishment license shall be posted in a place conspicuous to consumers of funeral services.

18VAC65-20-60. Accuracy of information.

- A. All changes of mailing address, name, place of employment, or change in establishment ownership, manager, or name shall be furnished to the board within 30 days after the change occurs.
- B. All notices required by law and by this chapter to be mailed by the board to any registrant or licensee shall be validly given when mailed to the latest address on file with the board and shall not relieve the licensee, trainee, establishment, or firm of obligation to comply.

18VAC65-20-70. Required fees.

- A. The following fees shall apply for initial licensure or registration and for renewal of licensure or registration:

1. License to practice funeral service or as a funeral director or an embalmer \$150

2. Funeral service establishment license	\$225
3. Surface transportation and removal service registration	\$250
4. Courtesy card	\$100
5. Crematory	\$100
6. Waiver of full-time manager requirement	\$100
B. Other fees.	
1. Reinstatement fee for each year of licensure or registration expiration	\$50
2. Change of manager or establishment name	\$50
3. Verification of license or registration to another state	\$50
4. Duplicate license, registration, or courtesy card	\$15
5. Duplicate wall certificates	\$25
6. Change of ownership	\$100
7. Reinspection for change of location or ownership	\$100
8. Application or renewal for continuing education provider	\$200

18VAC65-20-80 to 18VAC65-20-100. [Repealed]

18VAC65-20-110. Additional fee information.

A. There shall be a fee of \$25 for returned checks.

B. Fees shall not be refunded once submitted.

C. The fee for the Virginia State Board Examination shall be paid directly to the examination service contracted by the board for its administration.

Part II. Renewals and Reinstatement.

18VAC65-20-120. Expiration dates.

A. A funeral service establishment license, crematory registration, or surface transportation and removal service registration shall expire on January 31 of each calendar year.

B. The funeral service license, funeral director license, or embalmer license shall expire on March 31 of each calendar year.

C. Courtesy cards expire on December 31 of each calendar year.

18VAC65-20-130. Renewal of license; registration.

A. A person, establishment, crematory, courtesy card holder or surface transportation and removal service that desires to renew its license or registration for the next year shall, not later than the expiration date as provided in 18VAC65-20-120, submit the renewal application and applicable fee. In order to renew an active funeral service, director or embalmer license, a licensee shall be required to comply with continuing competency requirements set forth in 18VAC65-20-151.

B. A person who or entity which fails to renew a license, registration, or courtesy card by the expiration dates prescribed in 18VAC65-20-120 shall be deemed to have an invalid license, registration, or courtesy card and continued practice may subject the licensee to disciplinary action by the board.

18VAC65-20-140. Reinstatement of expired license or registration.

A. The board may consider reinstatement of an expired license or registration for up to three years following expiration. A written application request for reinstatement shall be submitted to the board and shall include payment of all applicable delinquent renewal fees and the additional reinstatement fee prescribed in 18VAC65-20-70.

B. If the Virginia license of a funeral service provider, funeral director and embalmer is lapsed three years or less and the applicant is seeking reinstatement, he shall provide evidence of having completing the number of continuing competency hours required for the period in which the license has been lapsed.

C. When a license is not reinstated within three years of its expiration date, an applicant shall reapply for licensure and pass the state examination.

18VAC65-20-150. [Repealed]

18VAC65-20-151. Continued competency requirements for renewal of an active license.

A. After March 31, 2004, funeral service licensees, funeral directors or funeral embalmers shall be required to have completed a minimum of five hours of continuing education offered by a board-approved sponsor for each annual licensure renewal in courses that emphasize the ethics, standards of practice, preneed contracts and funding, or laws and regulations governing the profession of funeral service in Virginia.

B. Courses must be directly related to the scope of practice of funeral service. Courses for which the principal purpose is to promote, sell or offer goods, products or services to funeral homes are not acceptable for the purpose of credit toward renewal.

C. The board may grant an extension for good cause of up to one year for the completion of continuing education requirements upon written request from the licensee prior to the renewal date. Such extension shall not relieve the licensee of the continuing education requirement.

D. The board may grant an exemption for all or part of the continuing education requirements for one renewal cycle due to circumstances determined by the board to be beyond the control of the licensee.

18VAC65-20-152. Continuing education providers.

A. Unless disqualified by action of the board, courses offered by the following providers are approved for continuing education credit:

1. Local, state or federal government agencies;
2. Regionally accredited colleges and universities; or
3. Board-recognized national, regional, state and local associations or organizations as follows:
 - a. National Funeral Directors Association and state chapters;
 - b. National Funeral Directors and Morticians Association and state chapters;
 - c. Association of Independent Funeral Homes of Virginia;
 - d. Cremation Association of North America;
 - e. American Board of Funeral Service Education;
 - f. International Conference of Funeral Service Examining Boards;
 - g. Virginia Morticians Association; and
 - h. Other similar associations or organizations as approved by action of the board.

B. Course providers not listed in subsection A of this section may apply for approval by the board as continuing education providers.

1. To be considered for board approval, a continuing education provider shall submit 60 days prior to offering a continuing education course:

- a. Documentation of an instructional plan and course objectives for continuing education courses that meet the criteria set forth in 18VAC65-20-151 B;
- b. A syllabus of the course or courses to be offered with the credentials of the course instructors, a description of each session, including number of continuing education hours; and
- c. The continuing education provider fee set forth under 18VAC65-20-70.

2. Board approval of continuing education providers under this subsection shall expire on July 1 of each year and may be renewed upon resubmission of documentation on courses and instructors and the provider fee as required by the board.

3. Continued approval of a continuing education provider may be granted without submission of the provider fee if the provider submits a statement that courses and instructors offered for the coming year will not change from the previous year. If there will be additions or alterations to the continuing education offerings of a provider, resubmission of documentation and a provider fee is required.

C. Continuing education providers approved under subsection A or B of this section shall:

1. Maintain and provide to the board upon request documentation of the course titles and objectives and of licensee attendance and completion of courses for a period of three years;

2. Monitor attendance at classroom or similar educational experiences for compliance with law and regulations; and

3. Provide a certificate of completion for licensees who successfully complete a course.

18VAC65-20-153. Documenting compliance with continuing education requirements.

A. All licensees with active status are required to maintain original documentation for a period of two years after renewal.

B. After the end of each renewal period, the board may conduct a random audit of licensees to verify compliance with the requirement for that renewal period.

C. Upon request, a licensee shall provide documentation within 14 days as follows:

1. Official transcripts showing credit hours earned from an accredited institution; or

2. Certificates of completion from approved providers.

D. Compliance with continuing education requirements, including the maintenance of records and the relevance of the courses to the category of licensure is the responsibility of the licensee. The board may request additional information if such compliance is not clear from the transcripts or certificates.

E. Continuing education hours required by disciplinary order shall not be used to satisfy renewal requirements.

18VAC65-20-154. Inactive license.

A. A funeral service licensee, funeral director or embalmer who holds a current, unrestricted license in Virginia shall, upon a request for inactive status on the renewal application and submission of the required renewal fee of \$75, be issued an inactive license.

1. An inactive licensee shall not be entitled to perform any act requiring a license to practice funeral service in Virginia.

2. The holder of an inactive license shall not be required to meet continuing education requirements, except as may be required for reactivation in subsection B of this section.

B. A funeral service licensee, funeral director or embalmer who holds an inactive license may reactivate his license by:

1. Paying the difference between the renewal fee for an inactive license and that of an active license for the year in which the license is being reactivated; and

2. Providing proof of completion of the number of continuing competency hours required for the period in which the license has been inactive, not to exceed three years.

Part III. Requirements for Licensure.

18VAC65-20-160. [Repealed]

18VAC65-20-170. Requirements for an establishment license.

A. No person shall maintain, manage, or operate a funeral service establishment in the Commonwealth, unless such establishment holds a license issued by the board. The name of the funeral service licensee or licensed funeral director designated by the ownership to be manager of the establishment shall be included on the license.

B. Except as provided in §54.1-2810 of the Code of Virginia, every funeral service establishment and every branch or chapel of such establishment, regardless of how owned, shall have a separate establishment manager who is employed full time by the establishment for at least 40 hours a week.

C. At least 45 days prior to opening an establishment, an owner or licensed manager seeking an establishment license shall submit simultaneously a completed application, any additional documentation as may be required by the board to determine eligibility, and the applicable fee. An incomplete package will be returned to the licensee. A license shall not be issued until an inspection of the establishment has been completed and approved.

D. Within 30 days following a change of ownership, the owner or licensed manager shall notify the board, request a reinspection of the establishment, submit an application for a new establishment license with documentation that identifies the new owner, and pay the licensure and reinspection fees as required by 18VAC65-20-70. Reinspection of the establishment may occur on a schedule determined by the board, but shall occur no later than one year from the date of the change.

E. The application for licensure of a branch or chapel shall specify the name of the main establishment.

18VAC65-20-180 to 18VAC65-20-230. [Repealed]

18VAC65-20-235. Approval of educational programs.

All applicants for funeral service licensure are required to have graduated from a funeral service program offered by a school of mortuary science or funeral service accredited by the American Board of Funeral Service Education, Incorporated.

18VAC65-20-240. Requirements for funeral service licensure by examination.

A. Application requirements.

1. With the exception of school transcripts and national examination board scores, all parts of an application package, including the required fee and any additional documentation as may be required to determine eligibility, shall be submitted simultaneously.
2. An individual applying for the state examination shall submit the application package within six months and not less than 45 days prior to an examination date. The board may, for good cause shown by the applicant, waive the time for the filing of any application.

B. National examination requirements. Prior to applying for licensure by examination, every applicant shall pass the National Board Examination of the Conference of Funeral Service Examining Boards of the United States, Inc., administered in accredited schools of embalming or mortuary science.

C. State examination requirements. All applicants shall pass the Virginia State Board Examination.

18VAC65-20-250 to 18VAC65-20-340. [Repealed]

18VAC65-20-350. Requirements for licensure by reciprocity or endorsement.

A. Licenses for the practice of funeral service or its equivalent issued by other states, territories, or the District of Columbia may be recognized by the board and the holder of such license or licenses may be granted a license to practice funeral service within the Commonwealth, as follows:

1. Reciprocity. Licenses may be granted by reciprocity provided that the same privileges are granted by the other jurisdiction to Virginia funeral service licensees by the establishment of substantially similar licensure requirements and reciprocity agreements between the two jurisdictions; or
2. Endorsement. Licenses may be granted to applicants by the board on a case-by-case basis if the applicant holds a valid license for the practice of funeral service or its equivalent in another state, territory, or the District of Columbia and possesses credentials which are substantially similar to or more stringent than required by the Commonwealth for initial licensure at the time the applicant was initially licensed.

B. An applicant for licensure by reciprocity or endorsement shall pass the Virginia State Board Examination.

18VAC65-20-360 to 18VAC65-20-390. [Repealed]

Part IV. Registration.

18VAC65-20-400. Registration of surface transportation and removal services.

All persons applying to own or operate a surface transportation and removal service, according to requirements of §54.1-2819 of the Code of Virginia, shall submit an application package for registration which shall include:

1. A completed and signed application;
2. The fee prescribed in 18VAC65-20-70 A 3; and
3. Additional documentation as may be required by the board to determine eligibility of the applicant, including, but not limited to, evidence of training in the requirements of the Occupational Safety and Health Administration (OSHA).

18VAC65-20-410. [Repealed]

18VAC65-20-420. Misrepresentation.

A person employed or operating a surface transportation and removal service shall not in any manner misrepresent himself to the public as being an official of any local jurisdiction, the Commonwealth, federal, or any other governmental body unless granted such authority. This shall include the name and title of the company or service, uniforms, equipment, vehicles, and any other instruments used or proffered by the services or its agents. The board shall be the sole determinant of the appropriateness of the pertinent qualities of the service and staff in enforcing this regulation.

18VAC65-20-430. [Repealed]

18VAC65-20-435. Registration of crematories.

- A. At least 30 days prior to opening a crematory, any person intending to own or operate a crematory shall apply for registration with the board by submitting a completed application and fee as prescribed in 18VAC65-20-70.
- B. A crematory providing cremation services directly to the public shall also be licensed as a funeral service establishment or shall be a branch of a licensed establishment.
- C. The board may take disciplinary action against a crematory registration for a violation of §54.1-2818.1 of the Code of Virginia or for the inappropriate handling of dead human bodies or cremains.

Part V. Issuance of Courtesy Cards.

18VAC65-20-440. Courtesy cards.

- A. An out-of-state person applying for a courtesy card pursuant to §54.1-2801 B of the Code of Virginia shall hold a valid license for funeral service, funeral directing, or embalming in another state, territory, or the District of Columbia.

B. An applicant for a courtesy card shall submit:

1. A completed application and prescribed fee; and
2. Verification of a current license in good standing from the applicant's licensing authority.

C. The holder of a Virginia courtesy card shall only engage in the practice for which he is currently licensed in another jurisdiction.

18VAC65-20-450 to 18VAC65-20-490. [Repealed]

Part VI. Refusal, Suspension, Revocation, and Disciplinary Action.

18VAC65-20-500. Disciplinary action.

In accordance with the provisions of §54.1-2806 of the Code of Virginia, the following practices are considered unprofessional conduct and may subject the licensee to disciplinary action by the board:

1. Breach of confidence. The unnecessary or unwarranted disclosure of confidences by the funeral licensee.
2. Unfair competition.
 - a. Interference by a funeral service licensee, funeral director, or registered surface transportation and removal service when another has been called to take charge of a dead human body and the caller or agent of the caller has the legal right to the body's disposition.
 - b. Consent by a funeral service licensee or funeral director to take charge of a body unless authorized by the person or his agent having the legal right to disposition.
3. False advertising.
 - a. No licensee or registrant shall make, publish, disseminate, circulate or place before the public, or cause directly or indirectly to be made, an advertisement of any sort regarding services or anything so offered to the public which contains any promise, assertion, representation, or statement of fact which is untrue, deceptive, or misleading.
 - b. The following practices, both written and verbal, shall constitute false, deceptive, or misleading advertisement within the meaning of subdivision 4 of §54.1-2806 of the Code of Virginia:
 - (1) Advertising containing inaccurate statements; and
 - (2) Advertisement which gives a false impression as to ability, care, and cost of conducting a funeral, or that creates an impression of things not likely to be true.
 - c. The following practices are among those which shall constitute an untrue, deceptive, and misleading representation or statement of fact:

- (1) Representing that funeral goods or services will delay the natural decomposition of human remains for a long term or indefinite time; and
- (2) Representing that funeral goods have protective features or will protect the body from gravesite substances over or beyond that offered by the written warranty of the manufacturer.
4. Inappropriate handling of dead human bodies. Transportation and removal vehicles shall be of such nature as to eliminate exposure of the deceased to the public during transportation. During the transporting of a human body, consideration shall be taken to avoid unnecessary delays or stops during travel.
5. Failure to furnish price information disclosing the cost to the purchaser for each of the specific funeral goods and funeral services used in connection with the disposition of deceased human bodies.
6. Conducting the practice of funeral services in such a manner as to constitute a danger to the health, safety, and well-being of the staff or the public.
7. Inability to practice with skill or safety because of physical, mental, or emotional illness, or substance abuse.
8. Failure to register as a supervisor for a resident trainee or failure to provide reports to the board as required by the Code of Virginia and 18VAC65-40.
9. Failure to comply with applicable federal and state laws and regulations, including requirements for continuing education.

Part VII. Standards for Embalming.

18VAC65-20-510. Embalming report.

Every funeral establishment shall record and maintain a separate, identifiable report on a form as prescribed in Appendix IV of this chapter for each embalming procedure conducted.

18VAC65-20-520. [Repealed]

18VAC65-20-530. Documentation of embalming.

A licensee who proceeds with an embalming without prior approval from a family member or other person shall document in writing the reasons for the proceeding, the efforts made to contact the family or authorized person and the licensee authorizing the embalming. Subsequently, approval for the embalming shall be obtained from a family member or other authorized person.

18VAC65-20-540. Preparation room requirements.

A. Every funeral service establishment at which embalming of dead human bodies is performed shall have at least one room used exclusively for embalming or preparation of the body.

B. The following are required of the preparation room or rooms:

1. The walls shall extend floor to ceiling;
2. The floor and wall surfaces shall be of a material or covered by a material impervious to water; and
3. The material shall extend from wall to wall with all joints tight and sanitary.

C. All functions connected with embalming shall be performed within the preparation room.

18VAC65-20-550 to 18VAC65-20-560. [Repealed]

18VAC65-20-570. Condition of preparation room.

A. The preparation room or rooms shall be kept in a clean and sanitary condition at all times, subject to inspection.

B. Inventories of embalming and preparation materials shall be stored in a container and in a manner that makes them impervious to water and protects them from contamination.

C. Any items or supplies not directly used in an embalming procedure shall not be stored in the preparation room.

18VAC65-20-580. Preparation room equipment.

The preparation room or rooms shall be equipped with:

1. A ventilation system which operates and is appropriate to the size and function of the room;
2. Running hot and cold water;
3. Flush or slop sink connected with public sewer or with septic tank where no public sewer is available;
4. Metal, fiberglass or porcelain morgue table;
5. Covered waste container;
6. Instruments and apparatus for the embalming process;
7. A means or method for the sterilization of reusable instruments by chemical bath or soak; autoclave (steam); or ultraviolet light;
8. Disinfectants and antiseptic solutions;
9. Clean gowns or aprons, preferably impervious to water;

10. Rubber gloves for each embalmer or trainee using the room;
11. An electric aspirator or hydroaspirator equipped with a vacuum breaker;
12. An eye wash station that is readily accessible; and
13. A standard first aid kit which is immediately accessible outside the door to the preparation room.

18VAC65-20-590. Disposal of waste materials.

Disposal of all waste materials shall be in conformity with local, state, and federal law to avoid contagion and the possible spread of disease. Upon inspection, the establishment shall provide evidence of compliance, such as a copy of a contract with a medical waste disposal company.

18VAC65-20-600 to 18VAC65-20-610. [Repealed]

Part VIII. Pricing Standards and Forms.

18VAC65-20-620. [Repealed]

18VAC65-20-630. Disclosures.

Funeral providers shall make all required disclosures and provide accurate information from price lists pursuant to the rules of the Federal Trade Commission. Price lists shall comply with requirements of the FTC and shall contain the information included in Appendices I, II, and III of this chapter.

18VAC65-20-640 to 18VAC65-20-690. [Repealed]

18VAC65-20-700. Retention of documents.

The following shall apply to retention of embalming reports, price lists, and itemized statements:

1. Price lists shall be retained for one year after the date on which they are no longer effective;
2. Itemized statements shall be retained for one year from the date on which the arrangements were made;
3. Embalming reports shall be retained at the location of the embalming for one year after the date of the embalming;
4. Documents shall be maintained on the premises of the funeral establishment and made available for inspection; and
5. In instances where the funeral establishment is sold, documents shall be transferred to the new owner, unless the existing firm is relocating to a new facility.

APPENDIX I
GENERAL PRICE LIST

Note to Establishments: The following General Price List has been prepared as a guideline. All General Price Lists must contain at least the following content if you offer the goods and services for sale at your establishment. You may use any format arrangement you choose and may add to this information to fit your establishment's services.

This sample form has notes throughout that are for your information only and are not intended to be included on the form when you prepare the form for use at your establishment. The board has marked these notes with asterisks (*).

The statements in italics are required by the Federal Trade Commission and the Board. The FTC disclosure requirements must be placed under the appropriate category as indicated on this sample form.

APPENDIX I

Any Funeral Home

Main Street

Anytown, Virginia

Telephone Number

GENERAL PRICE LIST

These prices are effective as of _____ (Date)

(Prices are subject to change without prior notice)

I. General Information:

Required Disclosure: *"The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected."*

"Certain funeral services may be provided off-premises by other funeral service providers."

Optional Disclosure: "This list does not include prices for certain items that you may ask us to buy for you such as cemetery or crematory services, flowers, and newspaper notices. The prices for these items will be shown on your bill or the statement describing the funeral goods and services you selected."

II. Professional Services of Funeral Director and Staff

A. Basic Services of Funeral Director and Staff \$ _____

"This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.)" OR
Please note that a fee of \$ _____ for the use of our basic services and overhead is included in the price of our caskets. This same fee shall be added to the total cost of your funeral arrangements if you provide the casket."

Our services include: (*Note: List what charge for basic services includes)

III. Funeral Home Facilities

A. Facilities and staff for visitation and viewing \$ _____

Our charge includes:

B. Facilities and staff for funeral ceremony \$ _____

Our charge includes:

C. Facilities and staff for memorial service \$ _____

Our charge includes:

D. Equipment and staff for graveside service \$ _____

Our charge includes:

(*Note: If you have additional charges such as facilities and staff for home/church viewing, of a charge for additional staff per person or through calculation of manhours, etc., add here as extra items. If you have a charge for interment, add here. Describe what charges include.)

IV. Embalming

"Except in certain special cases, embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial."

A. Normal remains. \$ _____

B. Autopsy remains. \$ _____

(*Note: If the cost for embalming is the same for normal and autopsied remains, only one price may be listed)

V. Other Preparation of the Deceased

(*Note: List below each preparation service that you offer and the price. If you do not charge for other preparation, remove this section.)

A. \$ _____

B. \$ _____

C. \$ _____

VI. Immediate Burial (*List price range) \$ _____

(*Note: A price range must be given for this service. Your prices should range from your immediate burial package with container provided by purchaser to your immediate burial package plus your most expensive casket.)

Our charges include: (*Note: List under each category what the charge includes)

- A. Immediate burial with container provided by purchaser \$ _____
B. Immediate burial with lowest priced alternative container \$ _____

(*Note: If an alternative container is not offered, this line item may be omitted; if an alternative container is offered, include a brief description.)

- C. Immediate burial with lowest priced casket \$ _____

VII. Direct Cremation (*List price range) \$ _____ to \$ _____

"State and local laws do not require a casket for direct cremation. If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without an outside covering). The containers we provide are [specify containers]."

(*Note: A price range must be given for a direct cremation. Your prices should range from direct cremation with a container provided by the purchaser to the price for direct cremation plus the highest priced casket acceptable for cremation. Describe the services included for each category listed below.)

- A. Direct cremation with container provided by the purchaser. \$ _____

- B. Direct cremation with lowest priced alternative container \$ _____
(*A price and description for alternative container should be provided)

- C. Direct cremation with lowest priced casket \$ _____

VIII. Transfer of Remains to Funeral Establishment \$ _____

(*Note: This is added only when it is not included under professional services. You must explain what this charge includes if listed separately.)

IX. Forwarding Remains to Another Funeral Establishment \$ _____

Our charge includes:

X. Receiving Remains from Another Funeral Establishment

Our charge includes: \$ _____

XI. Automotive Equipment and Services

(*Note: Specify a range of miles for local service. If a fee is charged beyond local miles, please specify the fee per mile. The cost of any vehicle that you must rent should be included on the itemized statement as a cash advance item.)

- A. Use of hearse \$ _____
- B. Use of limousine \$ _____
- C. Other automotive equipment and services \$ _____

(*Note: You should provide a description and price for each automotive equipment and service listed.)

XII. Funeral Merchandise

- A. Caskets \$ _____ to \$ _____

"A complete price list will be provided at the funeral establishment."

- B. Outer Burial Container \$ _____ to \$ _____

"A complete price list will be provided at the funeral establishment."

"In most areas of the country, state or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."

- C. Other funeral merchandise

(*Note: List all other merchandise that you offer including acknowledgment cards, register book, memorial folders, etc. and include the price.)

APPENDIX II

CASKET PRICE LIST

OUTER BURIAL CONTAINER PRICE LIST

Note to Establishments: The following Casket Price List and Outer Burial Container Price List has been prepared as a guideline. You must have lists that are identified separately for each or the Casket Price List may be included in the General Price List. All Casket Price Lists and Outer Burial Price Lists must contain at least the following content if you offer the goods and services for sale at your establishment. You may use any format arrangement you choose and may add to this information to fit your establishment's services.

These sample forms have notes throughout that are for your information only and are not intended to be included on the form when you prepare the form for use at your establishment. The board has marked these notes with asterisks (*).

The statements in italics are required by the Federal Trade Commission and the board. They may be placed in any location on the price lists.

Any Funeral Home
Main Street
Anytown, Virginia
Telephone Number

CASKET PRICE LIST

(* This price list may accompany or be included in the General Price List)

These prices are effective as of _____(Date)

(Prices are subject to change without prior notice)

<u>Manufacturer</u>	<u>Description</u>	<u>Retail Price</u>
*List Manufacturers	*Describe Casket or Alternative Containers	\$ _____

(*Note: You are required to list sufficient identifying information in order that your families can tell the difference between one casket or alternative container over another.)

Any Funeral Home
Main Street
Anytown, Virginia
Telephone Number

OUTER BURIAL CONTAINER PRICE LIST

(* This price list must accompany or be included in the General Price List)

These prices are effective as of _____(Date)

(Prices are subject to change without prior notice)

"In most areas of the country, state or local law does not require you to buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements."

<u>Manufacturer</u>	<u>Description</u>	<u>Retail Price</u>
---------------------	--------------------	---------------------

*List Manufacturers

*Describe Containers

\$ _____

(*Note: You are required to list sufficient identifying information in order that your families can tell the difference between outer burial container over another.)

APPENDIX III

Any Funeral Home

Main Street

Anytown, Virginia

Telephone Number

ITEMIZED STATEMENT OF FUNERAL GOODS AND SERVICES SELECTED

Funeral Services for _____

Date of Death _____ Today's Date _____

I. PROFESSIONAL SERVICES

A. Basic Services of Funeral Director and Staff \$ _____

II. FUNERAL HOME FACILITIES

A. Facilities and staff for visitation and viewing \$ _____

B. Facilities and staff for funeral ceremony \$ _____

C. Facilities and staff for memorial service \$ _____

D. Equipment and staff for graveside service \$ _____

E. Other charges for staff or facilities (Itemized below) \$ _____

III. EMBALMING

"If you selected a funeral that may require embalming, such as a funeral with viewing, you may have to pay for embalming. You do not have to pay for embalming that you did not approve if you selected arrangements such as direct cremation or immediate burial. If we charged for embalming, we will explain why below."

A. Normal remains \$ _____

B. Autopsy remains \$ _____

Embalming authorized by: _____

(*Note: Not required on this form. Could be a separate form.)

Reason for embalming: _____

(*Note: Written authorization for embalming is optional, and reason for embalming could go on the disclosure page.)

IV. OTHER PREPARATION OF THE BODY

(* List below each preparation service that you offer and the price.)

V. IMMEDIATE BURIAL

\$ _____

Charge includes: (* Briefly list what charge includes)

VI. DIRECT CREMATION

\$ _____

Charge includes: (*Briefly list what charge includes)

VII. TRANSFER OF REMAINS TO FUNERAL ESTABLISHMENT

\$ _____

(* List separately only when you list it as a separate charge on your General Price List.)

VIII. FORWARDING REMAINS TO ANOTHER FUNERAL ESTABLISHMENT

Charge includes: (*Briefly list what charge includes) \$ _____

IX. RECEIVING REMAINS FROM ANOTHER FUNERAL ESTABLISHMENT

Charge includes: (*Briefly list what charge includes) \$ _____

X. AUTOMOTIVE EQUIPMENT AND SERVICES

\$ _____

Local service beyond _____ miles, add \$ _____ per vehicle.

(*Note: This statement must be included if this is your practice. List below all automotive equipment that you offer as a service. Any vehicles that you must rent would be a cash advance item.)

XI. FUNERAL MERCHANDISE (*Describe items selected below)

A. Casket _____ \$ _____

B. Outer Burial Container _____ \$ _____

C. All other funeral merchandise provided:
_____ \$ _____

XII. ANTICIPATED CASH ADVANCE ITEMS

"We charge you for our services in obtaining:" [List each cash advance item. If you do not charge for your services and do not receive a commission or rebate from the third party, you do not have to use this disclosure.]

_____ \$ _____

XIII. PACKAGES

\$ _____

List any in-house package and state what items package includes. Items do not have to be priced individually. You do not have to go back through the contract and itemize the separate prices.

XIV. SUMMARY (* Mark N/A if fee does not apply)

A.	Subtotal: Professional Services and Facilities	\$ _____
B.	Subtotal: Funeral Merchandise	\$ _____
	Virginia Sales Tax on Funeral Merchandise	\$ _____
C.	Subtotal: Anticipated Cash Advances	\$ _____
	PRELIMINARY TOTAL FUNERAL ACCOUNT	\$ _____
	Additional late purchase cash advances	\$ _____
	FINAL TOTAL FUNERAL ACCOUNT	\$ _____

DISCLOSURES

"Charges shown are for those items that you selected or that are required. If we are required by law or by a cemetery or crematory to use any items, we will explain the reason in writing below:"

Warranty: *"The only warranty on the casket or outer burial container, or both, sold in connection with this service is the express written warranty if any, granted by the manufacturer. This Funeral Home makes no warranty, express or implied, with respect to the casket or outer burial container."*

ACKNOWLEDGEMENT AND AGREEMENT

(*Note: Describe your terms below)

TERMS AND PAYMENT

(*Note: Describe your terms of payment below)

_____			_____			_____			_____		
Signed			Dated			Co-signed			Dated		
_____			_____			_____			_____		
Street			Street			Street			Street		
_____			_____			_____			_____		
City	State	Zip	City	State	Zip	City	State	Zip	City	State	Zip

ACCEPTANCE: *(Name of Funeral Establishment)* agrees to provide all services, merchandise and cash advances indicated on this Statement.

Licensed Funeral Director or Funeral Service Licensee

APPENDIX IV

Name of Funeral Home

Street Address

City, State and Zip Code

Telephone Number

EMBALMING RECORD

(Place an N/A in or a line through any blank which does not apply for this embalming)

I. General Information

A. Deceased

Name of Deceased

Date of Death

B. Embalming

Date of Embalming

Name of Embalmer

License # of Embalmer

C. Autopsy Information (if applicable)

Autopsy ☐ Yes ☐ No

☐ Cranial

☐ Trunk

☐ Arterial Embalming Before Autopsy

Disposition of Viscera

II. Condition of Remains Prior to Embalming

☐ Dehydration ☐ Skin Slip

☐ Discolorations ☐ Subcutaneous emphysema

☐ Edema ☐ Tissue Gas

☐ Emaciation ☐ Trauma

☐ Gangrene ☐ Ulceration

☐ Purge ☐ Other

_____ Rigor Mortis

Describe and explain the extent of any conditions checked above:

III. Injection

A. Type of Injection

_____ Single Point

_____ Multi-site

_____ Other

B. Initial Artery Injected

_____ Carotid: _____ right _____ left

_____ Femoral: _____ right _____ left

_____ Axillary: _____ right _____ left

_____ Other:

C. Other Arteries Injected:

_____ Carotid: _____ right _____ left

_____ Femoral: _____ right _____ left

_____ Axillary: _____ right _____ left

_____ Radial: _____ right _____ left

_____ Other:

D. Drainage Veins

_____ Jugular: _____ right _____ left

_____ Femoral: _____ right _____ left

_____ Axillary: _____ right _____ left

_____ Other:

IV. Fluids

A. Pre-Injection

Fluid:

Dilution Rate:

Total Volume:

B. Arterial Injection

Fluid:

Ounces per gallon:

Fluid:

Ounces per gallon:

Total Solution Volume Injected:

C. Accessory Fluids (List type and amount)

_____ H₂O conditioner:

_____ Humectant:

_____ Dye:

_____ Co-Injection:

_____ Other:

D. Cavity Fluid (List type and amount)

E. Quality of Fluid Distribution

_____ Excellent

_____ Good

_____ Fair

F. Aspiration

___ Yes ___ No

V. Other Treatments

_____ External Embalming (Describe);

_____ Hypodermic Embalming (Describe);

_____ Other Conditions and/or Treatments (Describe):

_____ Restoration (Describe): ___ Hypodermic ___ Other

VI. Setting Features

A. Mouth

_____ Needle Injector

_____ Muscular Suture

_____ Other:

_____ Teeth Present

_____ Dentures

_____ Artificial Replacement

B. Eyes (Describe):

VII. Signature:

Embalmer

Date